

## **ANIMAL SERVICES DEPARTMENT**

### **I. DEPARTMENT MISSION**

The Animal Services Department works to:

- protect the citizens of Contra Costa County from animal related disease and from animal injury,
- encourage responsible pet ownership and the humane treatment of animals,
- enforce State laws and County ordinances relating to animal control and welfare,
- minimize animal suffering,
- reduce the number of animals that are euthanized by the County,
- maximize the number of dogs licensed in the County,
- educate the public regarding responsible pet ownership, and
- provide a high level of humane care for animals in our custody.

### **II. MAJOR PROGRAM DESCRIPTIONS**

#### **A. OPERATIONS**

The Department is responsible for all field and shelter activities, office operations, animal licensing, vehicles, and safety. Our programs include rabies control, euthanasia, leash law, dog licensing, cruelty to animals, dangerous animal investigation, barking dog complaints, dead animal pickup, police search warrant assistance, adoption, and 24/7 response to citizen requests for service.

#### **B. ADMINISTRATIVE DIVISION**

This division provides administrative support by managing the Department's budgeting, personnel, affirmative action, records retention, volunteer programs, education, and data processing programs.

#### **C. SPAY/NEUTER & VACCINATION CLINIC**

This division operates the low-cost spay/neuter and vaccination clinics, altering over 3000 animals each year in order to reduce the County's pet over-population problem.

**D. DEPARTMENT DATA\***

BUDGET: \$6,999,312\*

FTE: 85

\*Adjusted Budget FY 2002/2003, Gross Expenditures from April 2003 Report

CLASS	ALLOCATED POSITIONS
Director	1
Deputy Director	1
Administrative Officer	1
Executive Secretary	1
Animal Clinic Veterinarians	1
Animal Services Lieutenants	5
Animal Services Sergeants	6
Animal Services Officers	28
Animal Center Technicians, Sr. Techs, & Attendants	12
Registered Veterinary Technicians, Veterinary Assts	4
Animal Services Adoption Mgr/Volunteer Coordtr	1
Animal Services Humane Education Specialist	1
Office Manager	1
Clerical Supervisor & Clerks-All Levels	22
<b>TOTAL</b>	<b>73</b>

**EMPLOYEE PROFILE**

Ethnicity	Male	Female	Total	Percent
Caucasian	26	35	61	79.2
Hispanic/Latino	4	2	6	7.8
African/American	4	0	4	5.2
Pacific Is/Asian	3	0	3	3.9
Native American	1	2	3	3.9
<b>Total</b>	<b>38</b>	<b>39</b>	<b>77</b>	<b>100</b>
<b>Percent</b>	49.4	50.6	Workforce Survey 3/04/2002 Revised	

### **III. DEPARTMENT ACCOMPLISHMENTS**

#### **A. OPERATIONS**

1. We have continued to develop a Registered Veterinary Technician-driven Veterinarian-supervised shelter program to provide better veterinary care and treatment for the animals at our shelters.
  - All animals adopted are examined prior to adoption and are vaccinated against rabies before they leave our Shelters.
  - All dogs brought into the Shelters are vaccinated against "kennel cough."
  - Cats are treated for upper respiratory infections.
  - Injuries can be treated in-shelter, rather than requiring outside care or euthanasia for humane reasons.
2. Animal exercise areas at both of the shelters allow the volunteers to provide the animals with exercise and socialization.
3. In our 'A24' Program, animals that haven't been adopted are identified on a daily report e-mailed to certified animal rescue organizations. These animals are offered to the rescue groups for adoption without charge, enabling the animals to be placed for adoption through a rescue group rather than be euthanized.
4. We have established cooperative relationships with public and private shelters and sometimes make inter-shelter transfers of animals we are unable to place.
5. All dogs and cats are spayed or neutered prior to their adoption. Puppies and kittens are spayed or neutered when they are approximately 8 weeks old. To accomplish this, cooperative relationships have been established with non-profits and private veterinarians.
6. We have expanded our "foster" program in which kittens too young for adoption are placed with employees and volunteers, cared for until they can sustain themselves, and returned to the Shelter when they are approximately 8 weeks old for adoptive placement.
7. We are currently developing a temperament testing program for dogs admitted to the shelter so we can improve our decision-making regarding the placement of each animal.
8. We are developing truck-based access to our animal database so that field personnel can quickly access information about animals and owners while they are responding to calls in the field.
9. We are developing mapping software for our field dispatch function to allow us to better deploy our field staff in responding to citizen calls for assistance.

#### **B. ADMINISTRATIVE SERVICES**

1. With our computerized animal tracking and licensing system, we are gathering data for our new web page. We are photographing animals available for adoption and encouraging prospective owners to view a

sampling of our available animals at [www.ccasd.org](http://www.ccasd.org). We have also implemented an integrated process to add pictures of stray animals to the web site to assist owners of lost pets in reuniting with their animals.

2. Our Volunteer Coordinator manages our animal adoption program. Over 120 volunteers have donated approximately 10,000 hours (almost five full time equivalent positions) in varied activities enhancing the County program. Volunteers assist with animal lost and found, animal exercise, animal grooming, spay clinic appointments, adoption outreach, remote adoptions, animal transportation, animal transfers to available shelter space, animal rescue group assistance, and foster placements.
3. Our Adopt-A-Teacher Program helps students learn kindness and compassion toward animals, the environment, and people. In 2002, presentations were given to over 3500 children and adults at more than 30 different schools and other community groups throughout the County. The 2002 Be Kind to Animals Art Poster Contest resulted in over 600 talented youth submitting posters reflecting the positive education they have received through our program. The 2003 Contest has just taken place.

#### **IV. DEPARTMENT CHALLENGES**

##### **A. INTERNAL TO DEPARTMENT**

The State of California passed legislation that requires the County to keep animals longer at its shelters and to provide more extensive veterinary treatment. This effort to increase adoption of animals and reduce euthanasia has no State funding at this time. The main parts of our animal shelters were constructed in the early 1950s. These buildings not only do not meet Americans with Disabilities Act standards or the current needs of the County, but also have a finite capacity. Meanwhile, animal shelter conditions are crowded and our workload has increased.

To meet these legislative requirements, we added kenneling and treatment capacity with two trailers at the current facilities while plans and work on a new facility are undertaken. Effective January 1, 2000, all animals adopted from County shelters are spayed or neutered prior to their adoption. This has placed a strain on the County's low-cost Spay/Neuter Clinic and has resulted in some work being contracted out.

On July 1, 1999, the department extended public service hours on Wednesday evening until 7:00 p.m.; however, on December 3, 2001, due to insufficient staffing for the public service hours we had been providing, we reduced our public service hours from 44 hours per week to 37 hours per week by closing the Shelters to the public on Mondays. Since we are still open on Saturdays and Wednesday evenings, there seems to have been

relatively little impact on the public other than moving our busiest day from Monday to Tuesday. Some services continue to be provided on Mondays, such as field services, animal care, and emergency services.

**B. INTERNAL TO COUNTY OPERATIONS**

The County has decided to build a new animal shelter and spay/neuter clinic in Martinez and an auxiliary center in Pinole to meet the legislative requirements mentioned above. Construction began in 2002 on both centers and we are hoping to have them ready for occupancy by the end of 2003.

Our challenge during the 2003-2004 fiscal year will be to maintain our current operations at a satisfactory level while devoting the many hours required to monitor construction, plan for operations in the different shelters, plan for the move to the new facilities and fund additional costs out of the regular budget while the County deals with budget shortfalls.

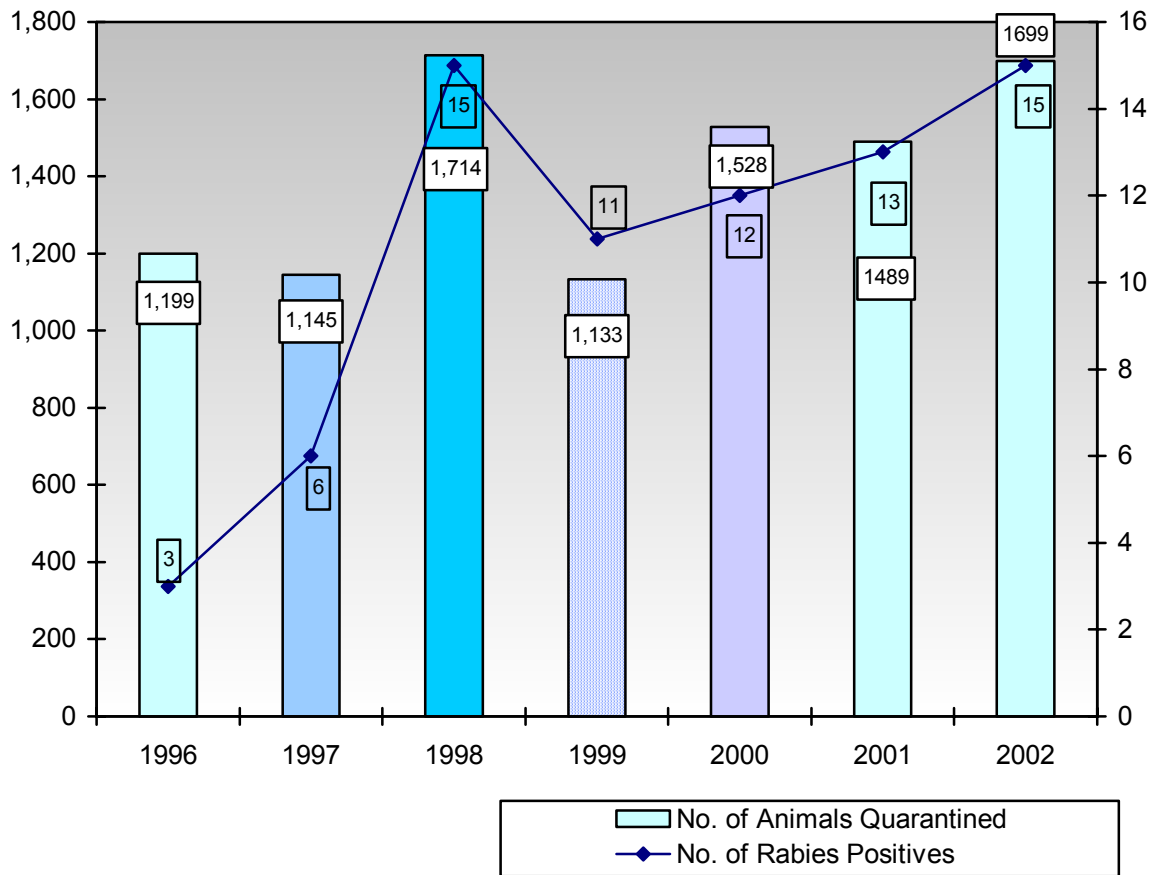
**C. EXTERNAL TO COUNTY OPERATIONS**

The County has an opportunity to collaborate with the various animal welfare and humane society organizations in meeting the requirements of the new laws. Aggressive pet spay/neuter and adoption programs have resulted in a reduced rate of euthanasia that we hope will continue. By accepting the challenge and working in collaboration with the animal rescue groups, the County will also be assisted in its efforts to spay and neuter all animals before they are adopted and to find homes for its adoptable animals.

## V. PERFORMANCE INDICATORS 2002

**Objective:** Protect the public from rabies by quarantine of biter animals for observation and identification of animals that test positive for rabies.

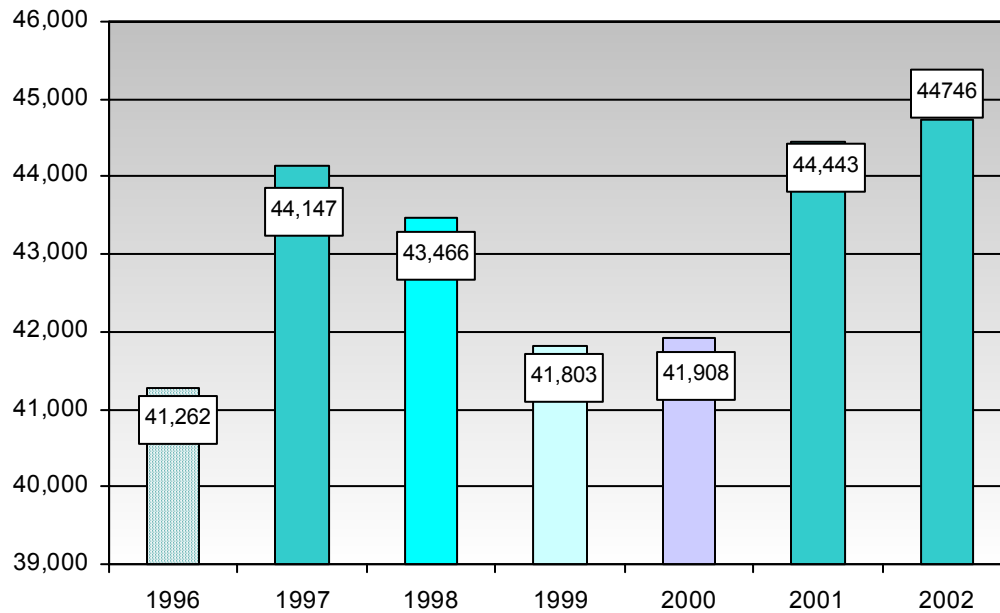
**Indicator: Animals Quarantined for Rabies Observation**  
(Line Overlay: Quarantined Animals Identified as Rabid)



Of the 1,699 cats and dogs quarantined for rabies observation in 2002, two were found to be rabid; all positive rabies test results were from bats and skunks. Only one rabies-positive animal had direct contact with humans, necessitating medical treatment to prevent rabies. However, this situation involved six school children “petting” a bat in a school classroom and another school incident also involving a bat in a classroom. These incidents caused the department to mail information on rabies and bats to all the preschool, elementary, middle and high schools in the County.

**Objective:** License dogs after certification of rabies vaccination in order to reduce the number of potentially rabid animals and comply with state law.

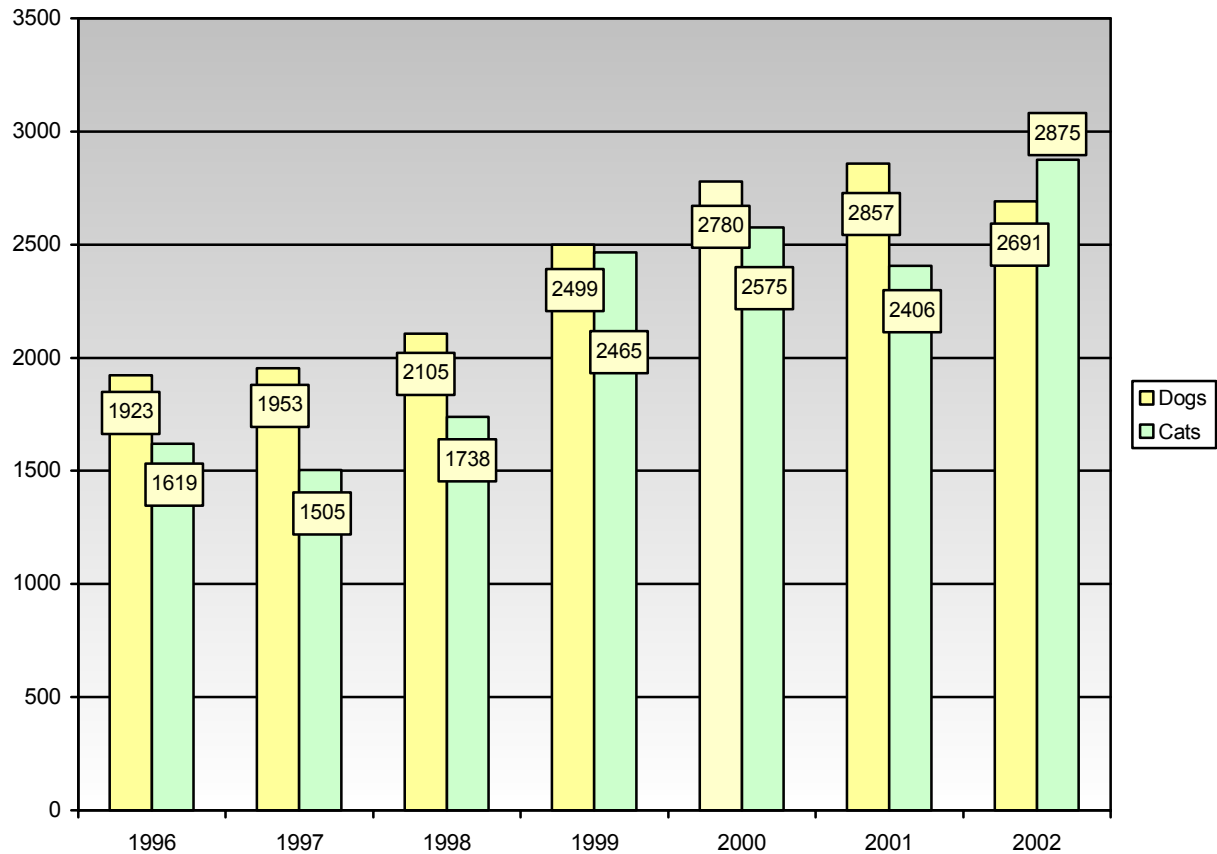
**Indicator: Animal  
Licenses Issued**



Dogs are required by State law to be licensed; cats are required by the County to be licensed only when they are first adopted from one of the County Shelters. Licenses are good for one, two, or three year periods, but cannot be for longer than the rabies vaccination certification expiration date. Licensing provides speedy identification of animals with proper rabies vaccinations in cases of biting incidents with humans, thereby avoiding human rabies treatments for bites.

**Objective:** To provide suitable homes for pets by increasing the number of animal adoptions.

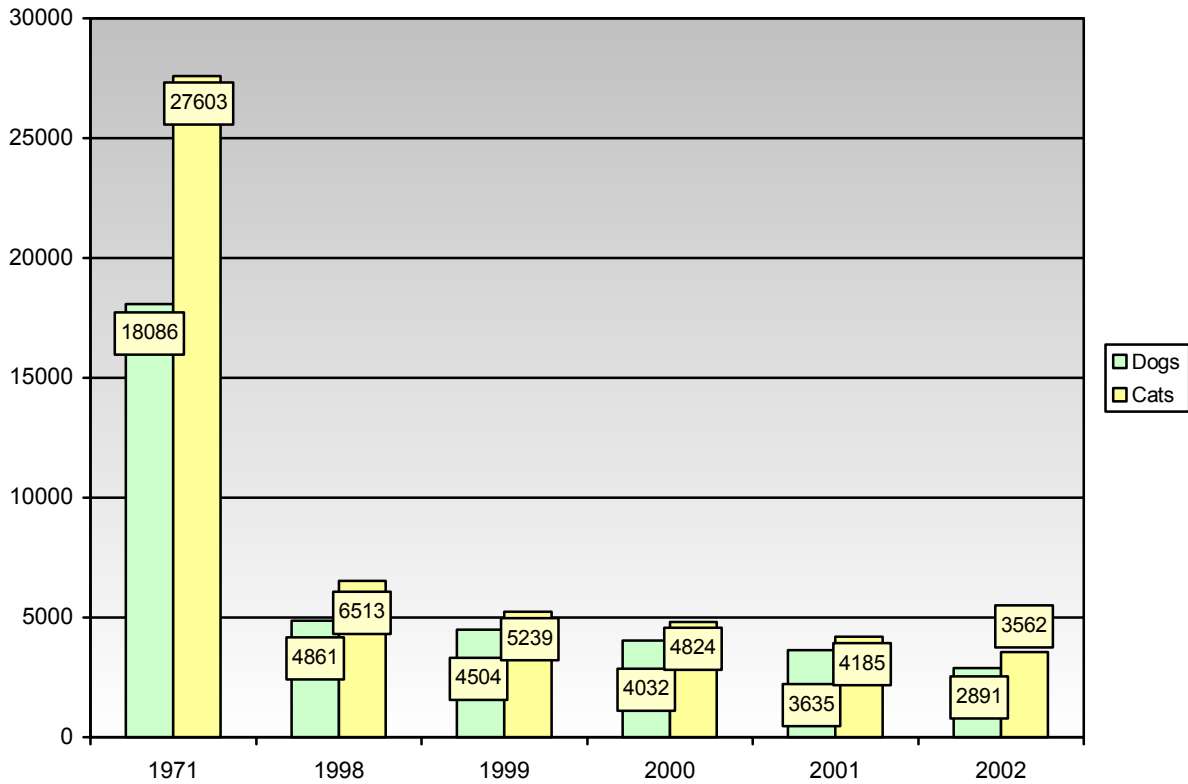
**Indicator 1: The Number of  
Cat and Dog Adoptions  
Compared to Previous Years**



Both cat and dog adoptions have increased slightly this past year through the efforts of the department, volunteers, and cooperating animal rescue groups. We hope to continue increasing adoptions in 2003.



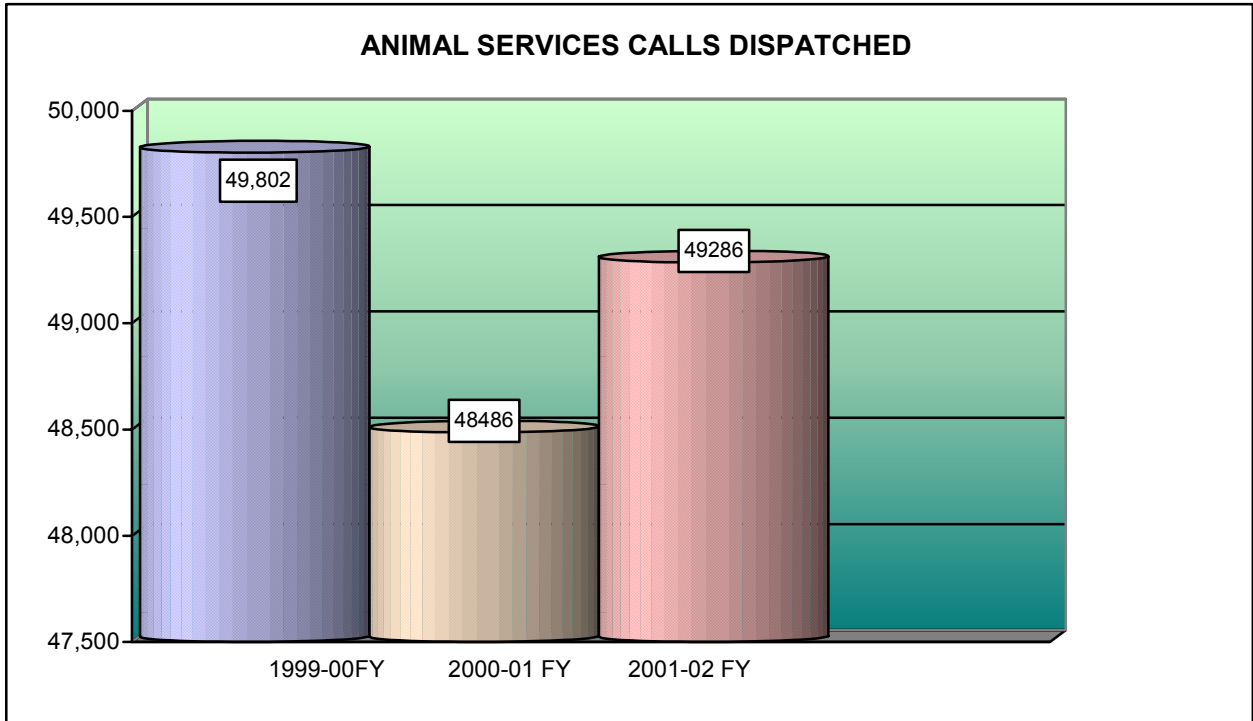
**Indicator 2: Number of Animals Required  
to be Euthanized  
Compared to Previous Years**



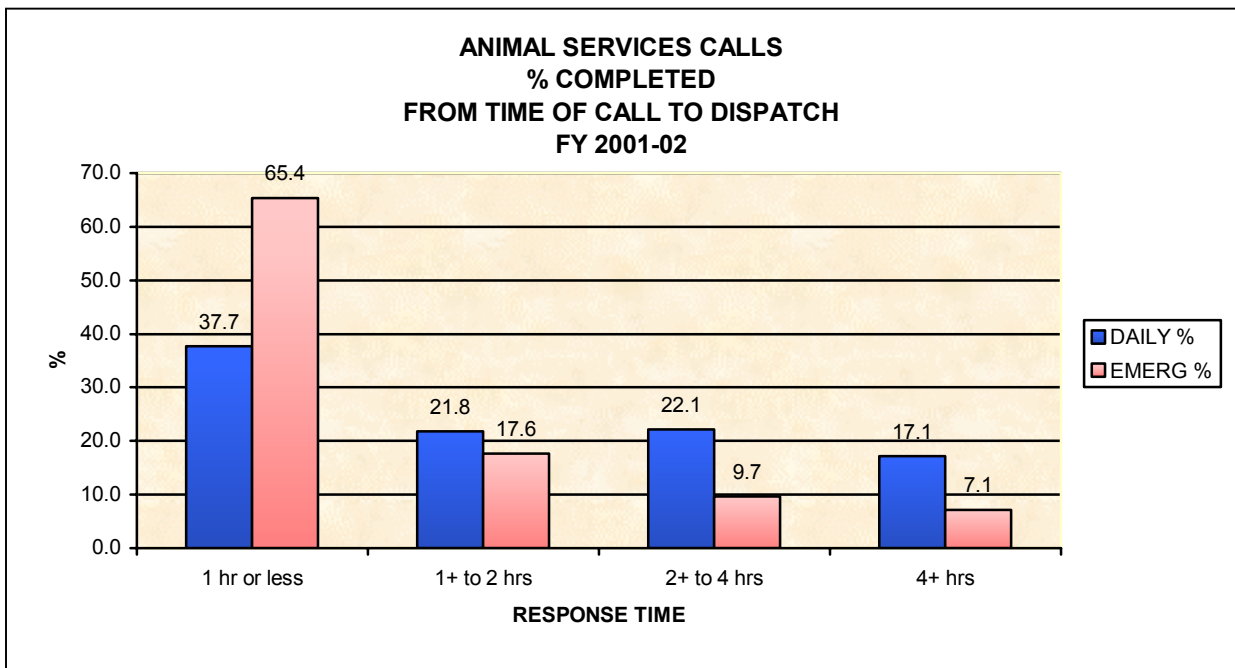
Animal euthanasia has decreased through the department's focus on animal adoptions, spay/neuter of adopted animals, and the efforts of our volunteers and cooperating animal rescue groups at placing animals for adoption.

**Objective:** Provide efficient response to the public's requests for service.

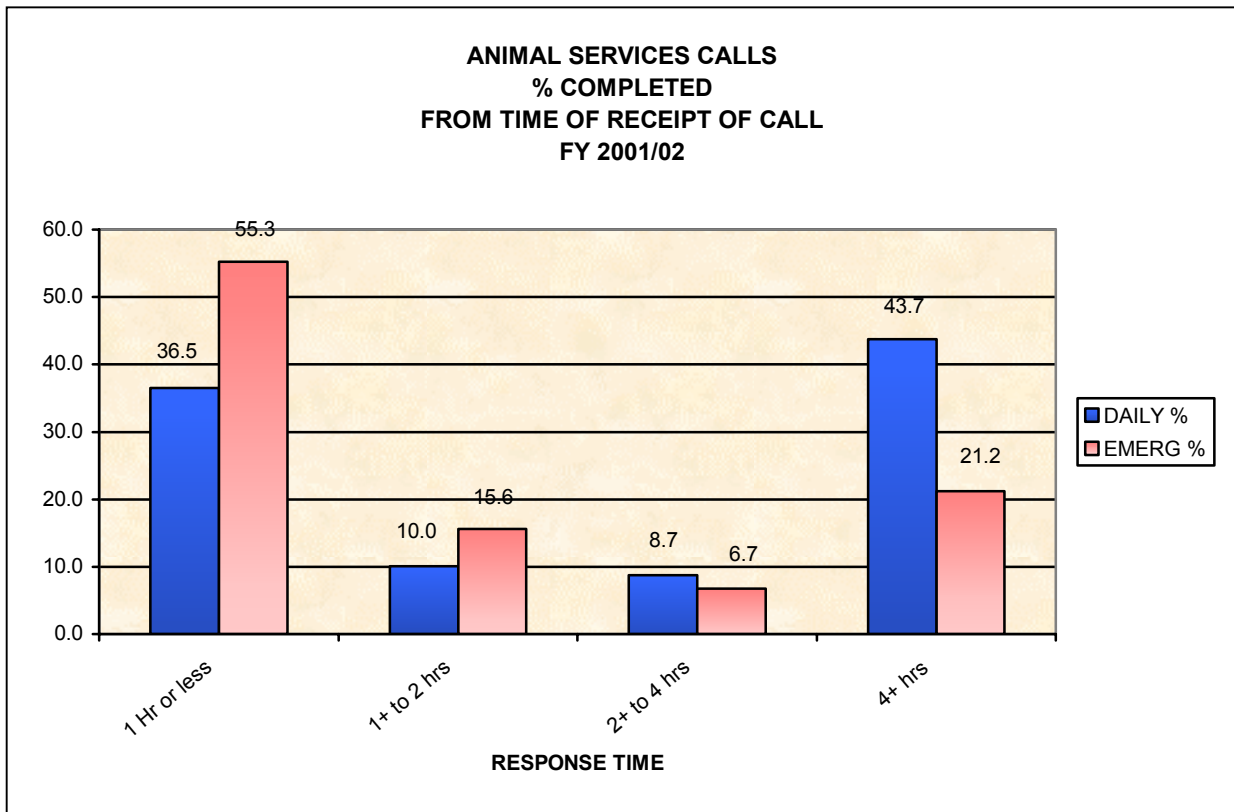
**Indicator 1:**



**Indicator 2:**



### Indicator 3:



At the request of Board members and other interested parties, we revamped our telephone answering system and have increased our efforts to respond to our customers in an expeditious manner. From the time a call is received in the office, 55.3% of the emergencies are responded to and completed within the first hour. Another 22.3% are completed within four (4) hours after we receive the call. Over 82% of the emergency calls are handled within the first 12 hours after the call is received. Daily, non-emergency calls sometimes take longer to complete, but over 64% of those calls are completed within the first 12 hours. The charts above illustrate how quickly we are able to handle most calls. Although we are working on improving response times by enhancing our dispatch system, significant reductions in response times can only be generated by staffing at a level which provides full staffing coverage seven (7) days per week, 7 a.m. through 12:00 midnight, rather than our current practice of using staggered shifts to maximize staffing during the periods when call volume is the highest.

# Departmental Organization Chart

